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ABSTRACT

This book guides students through the entire writing process--prewriting, writing, and rewriting--developing an easy-to-use, step-by-step technique for writing the types of documents they will encounter on the job. It engages students in the writing process and encourages hands-on application as well as discussions about ethics, audience identification, electronic communication, and the role of technical writing in the workplace. New to this third edition are introductory overviews and chapter highlights; case studies drawn from today's workplace; a completely new chapter on the Internet, intranets, extranets, e-mail, and online help screens; new examples of successful writing; usability testing tools and measures; definitions that explain the "how" and "why" in addition to the "what"; and four color inserts with illustrations depicting various technical writing projects. Chapters in the first part, Defining Technical Writing, are: (1) An Introduction to Technical Writing; (2) Producing the Product; (3) Objectives in Technical Writing; and (4) Audience Recognition and Involvement. Chapters in Part II, Correspondence, are: (5) Memos; (6) Letters; and (7) The Job Search. Chapters in Part III, Visual Appeal, are: (8) Document Design; and (9) Graphics. The chapter in Part IV, Electronic Communication, is (10) E-mail, Online Help, and Web Sites. Chapters in Part V, Technical Applications, are (11) Technical Description; and (12) Instructions and User's Manuals. Chapters in Part VI, Report Strategies, are (13) Research; (14) The Summary; (15) Reports; (16) Proposals; and (17) Oral Presentations. Part VII presents a handbook of grammar, punctuation, mechanics, and spelling. (RS)

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